

DISTRICT _____

**1999 ANNUAL PRO BONO
REPORT AND PLAN**

This Annual Pro Bono Report and Plan is made pursuant to Rule 6.5 of the Indiana Rules of Professional Conduct. The goals of this plan are as follows:

- (1) To enable Indiana attorneys to discharge their professional responsibilities to provide pro bono services;**
- (2) To improve the overall delivery of civil legal services to persons of limited means by facilitating the integration and coordination of services provided by pro bono organizations and other legal assistance organizations throughout the state of Indiana;**
- (3) To ensure statewide access to high quality and timely pro bono civil legal services for persons of limited means by (i) fostering the development of new pro bono programs where needed and (ii) supporting and improving the quality of existing pro bono programs;**
- (4) To foster the growth of a public service culture within the Indiana Bar which values pro bono publico service;**
- (5) To promote the ongoing development of financial and other resources for pro bono organizations in Indiana;**

Hallmarks of an effective pro bono program

Ultimately, the measure of success for a legal services program, whether a staffed or volunteer attorney program, is the outcomes achieved for clients, and the relationship of these outcomes to clients' most critical legal needs. The following hallmarks are characteristics which enhance a pro bono program's ability to succeed in providing effective services addressing clients' critical needs.

- 1. Ownership by the local bar association.** The association believes the program is necessary and beneficial. The bar association makes a dual commitment: to management of the program and to participation in the program.
- 2. Centrality of client needs.** The mission of the program is to provide high quality free legal services to low-income persons through volunteer attorneys. Client needs drive the program, balanced by the nature and quantity of resources available. The staff and volunteers are respectful of clients and sensitive to their needs.
- 3. Program priorities.** The program engages in a priority setting process which determines what types of problems the program will address. Resources are allocated to matters of greatest impact on the client and are susceptible to legal resolution. The program calls on legal services and other programs serving low-income people to assist in this process.
- 4. Direct representation component.** The core of the program is direct representation in which volunteer attorneys engage in advocacy on behalf of low-income persons. Adjunct programs such as advice clinics, pro se clinics and paralegal assistance are dictated by client needs and support the core program.
- 5. Coordination with all legal services program.** The program works cooperatively with the local funded legal services program. The partnership between the legal services program and the local bar association results in a variety of benefits including sharing of expertise, coordination of services, and creative solutions to problems faced by the client community.
- 6. Accountability.** The program has mechanisms for evaluating the quality of service it provides. It expects and obtains reporting from participation attorneys concerning the progress/outcome of referred cases. It has the capability to demonstrate compliance with requirements imposed by its funding source(s) and it has a grievance procedure for the internal resolution of disputes between attorneys and clients.
- 7. Continuity.** The program has a form of governance which ensures the program will survive changes in bar leadership, and has operational guidelines which enable the program to survive a change in staff.

8. Cost-effectiveness. The program maximizes the level of high quality legal services it provides in relationship to the total amount of funding received.

9. Minimization of barriers. The program addresses in a deliberate manner linguistic, sensory, physical and cultural barriers to clients' ability to receive services from the program. The program does not create undue administrative barriers to client access.

10. Understanding of ethical considerations. The program operates in a way which is consistent with the Rules of Professional Conduct; client confidentiality is assured and conflicts of interest are avoided.

11. ABA Standards. The program should be designed to be as consistent with the ABA Standards for Programs Providing Civil Pro Bono Legal Services to Persons of Limited Means as possible.

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A. Abstract-

Please summarize the current status of your Committee's planning process. Your summary should include the District Committee's mission statement, a history of the organization, a description of the current legal services delivery system, as well as identification, categorization and prioritization of the legal problems experiences by indigent individuals within the counties of your District. Please include additional information you deem to be relevant to a complete description of the current status of your Committee.

B. DATA

1. In the following space, please list the following information about the Committee members: name, organization affiliation (if any), address, phone, fax and E-mail address. Please include what category listed in rule 6.5 (f) (1) this person is representing. Please indicate if members represent more than one organization or category.

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5. Monitoring Role - Briefly describe how the District Committee will evaluate and record the progress and success of the District Plan.

(a) Quality of services provided:

(b) Quantity:

(i) number of attorneys participating

(ii) number of clients served

(iii) number of hours

(c) How will you record and evaluate costs associated with achieving goals

(d) How will you collect and record client stories

- C. 1999 Annual Report: Existing Services, Programs, and Funding Sources - Please provide a detailed description of existing service providers, programs and funding sources currently in existence within your District on a county by county basis. Please utilize the worksheet on the following page for each entity.**

EXISTING SERVICE/PROGRAM

Service/Program Name: _____

Mailing Address: _____

Phone: () _____

Contact Person: _____ **Title:** _____

Sponsoring Agency: _____ **Phone:** _____

Agency Director: _____

Service/Program Information

Target Population: _____

Eligibility Requirements: _____

***Estimate # of persons Served or Impacted:** _____

Service Area: _____

Type of Service/Program: _____

***Estimate of Expense per Year:** _____

Funding Source(s): _____

Service /Program Description: _____

How does this organization participate in the coordination of services and what role do they play in the development of the plan.

D. 1999 Annual Plan:

Problem Statements\ Recommendations - For each problem, use one complete worksheet with as many recommendations for solving that problem as necessary. Please number your problems according to priority.

- 1. Problem Identification- Problem statements identify all of the barriers faced by indigent individuals in their effort to resolve problems through the legal system.**
- 2. Supportive Data- Supportive Data (statistics, survey results, records, reports, etc.) should be organized to show how the barriers are preventing people from accessing justice.**
- 3. Recommended Actions to address barriers and problems - These recommendations are identified with one of the categories of opportunities for attorneys found in Rule 6.5 (i).**
- 4. Recommended Actions to support the participating attorneys. - These elements are identified in Rule 6.5(h).**
- 5. Coordination - Please describe how the recommendations and services are coordinated among the service providers and the committee members.**
- 6. Expected Results - The expected result is a statement describing the expected benefit to be derived from the expenditure of human and financial resources.**
- 7. Benchmarks - These are the measurable goals for evaluating progress of proposed recommended actions.**
- 8. Costs associated with benchmarks - This is the proposed budget necessary for achieving the expected results.**

PROBLEM STATEMENTS/RECOMMENDATIONS WORKSHEET

Problem/Barrier # _____:

What data supports your statement of the problem?

What activities will the attorneys in your District take to address this barrier or problem?
For each checked activity, please provide a detailed description of your District's plan for implementing this activity.

- ___ Representing persons of limited means through case referral
- ___ Representing persons of limited means through direct contact with a lawyer when the lawyer establishes financial eligibility substantially similar to those used by legal assistance providers
- ___ Representing community groups servicing persons of limited means through case referral
- ___ Interviewing and determining eligibility of prospective pro bono clients
- ___ Acting as co-counsel on cases or matters with civil legal assistance providers and other pro bono lawyers
- ___ Providing consultation services to civil legal assistance providers for case reviews and evaluations
- ___ Providing training to the staff of civil legal assistance providers and other volunteer pro bono attorneys;
- ___ Making presentations to persons of limited means regarding their rights and obligations under the law
- ___ Providing legal research
- ___ Providing guardian ad litem services
- ___ Serving as a mediator or arbitrator to the client-eligible party
- ___ Other _____

Description:

Please check the activities which your District will take to support the pro bono efforts of the attorneys in your District. For each checked activity, please provide a detailed description of the District's plan for implementation of this activity.

_____ **Providing intake, screening, and referral of prospective clients:**

_____ **Matching cases with individual attorney expertise, including the establishment of specialized panels:**

_____ **Providing resources for litigation and out-of-pocket expenses:**

_____ **Providing legal education and training for pro bono attorneys in specialized areas of law useful in providing pro bono civil legal service:**

_____ **Providing the availability of consultation with attorneys who have expertise in areas of law in which a volunteer lawyer is providing pro bono civil legal service:**

_____ **Providing malpractice insurance for volunteer pro bono lawyers:**

_____ **Establishing procedures to ensure adequate monitoring and follow-up, and to measure client satisfaction:**

_____ **Recognizing pro bono civil legal service by lawyers:**

_____ **Other support and assistance to pro bono lawyers** _____

Please describe the way the recommended activities and the supportive activities will be coordinated and what role the District Committee will have in that coordination.

Please describe the expected results and the measures which you will utilize to determine the value to the indigent of the proposed activity.

Please provide your timeline for implementing and evaluating the recommended activities.

Please provide a proposed budget for implementing the recommended activities. Please utilize the budget form on the following page.

BUDGET FORM

COST CATEGORY	IOLTA \$	OTHER \$	DONATED	TOTAL
A. Personnel Costs				
1. Lawyers				
2. Paralegals				
3. Others				
4. Salary Subtotal				
5. Employee Benefits				
6. Total Personnel Costs				
B. NonPersonnel				
1. Space				
2. Equipment Rental				
3. Office Supplies				
4. Telephone				
5. Travel				
6. Training				
7. Library				
8. Insurance				
9. Dues and Fees				
10. Audit				
11. Litigation				
12. Property Acquisition				
13. Purchase Payments				
14. Contact Services to Clients				
15. Contract Services to Program				
16. Other				
17. Total NonPersonnel Costs				
C. Total Expenditures				

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SUBMISSION PROCEDURES

One copy of the completed Annual Report and Plan shall be submitted to Kelly Kann Davidson, Indiana Bar Foundation, 230 East Ohio Street, Indianapolis, Indiana 46204. If your plan includes a request for IOLTA funds, plans should be submitted no later than November 1, 1999. A completed Report and Plan should also be transmitted to Kelly Davidson at probono@inbar.org by Email

The Pro Bono Commission expects to receive fourteen plans. These plans will be read by the entire Commission.

APPROVAL OF COMPREHENSIVE PLANS

If your plan includes a request for IOLTA funds, the Commission will notify you by letter if the request has been granted.

Additional information concerning these instructions or the submission of a plan may be obtained from Kelly Kann Davidson at the Indiana Bar Foundation, 230 East Ohio Street, Indianapolis Indiana, 46204 or by calling at 317-269-2418.